



Telecommunications

2417 Tongass Ave
Ste 119D
Ketchikan, AK 99901

Phone (907) 228-5474

Fax (907) 247-1888

Dear KPU Telecommunications Customer:

We have improved the KPU Telecommunications online payment portal on the City of Ketchikan website and will launch the new portal on November 1st, 2018.

Improvements include:

1. Ability to view and download a copy of your statement online.
2. Update your automatic recurring credit card information online.
3. Make a one-time credit card payment (same as the old portal)
4. Receive on-line email notification when your statement is available on-line. This will go to the email address you choose and will come from EBILNTFY

To access this portal, go to the usual following link:

<https://www.ktn-ak.us/billpay> and Click on the Telephone Link

or you can go to the following link and Bookmark it:

<https://comex2.city.ketchikan.ak.us/ODA/>

You will need to create an account using the Service Account Number from the MAIN number on your statement.

Main Bill Number:
907-225-xxxx

STATEMENT DETAIL	
Telephone Number: (907) 225-xxxx	
Service Account Number: 0000001234	
PHONE CHARGES CREDIT	
Residential Line	(\$2.47)
Subtotal	(\$2.47)
PHONE CHARGES	
Res Basic Choice-CallerId	\$0.01
Res Basic Choice-CallerId	\$0.00

The main phone number and the service account will be used to create your online account. On the next page is an image of the on-line set-up screen.

You will be creating a username which will need to have at least one number as part of the name.

You will need to assign an email address that the link will be sent to each month. This should be your most commonly used email address, and does NOT have to be your KPUNET email.

You will create a password that has at least one number and a special character.

Lastly, you will be writing a security question and will have to provide an answer.

Account SignUp

Choose Your LoginName ← Example: JohnDoe2
(6-12, 1 upper, 1 digit)

First Name ← First and Last name do not have to exactly match the bill

Last Name

Password ← Example: Kpubill5#
(6-12, 1 upper, 1 digit, 1 special)

Re-type Password

Main Billing Phone ← Main number that appears on the top of your bill

Service Account ← Service Account number for main number-see example above
0

Primary Email ← Email where you want to receive notification that your bill is ready- it will
Secondary Email come from EBILNTFY

If you forget your password, we will identify you with the following information.

Security Question

Your Answer

If you are currently on Recurring Credit Card, your credit card information will NOT need to be re-entered, but you may want to create your account anyway so you can change or update the recurring credit card yourself in the future, and can access your bill on-line.

If you have any questions, please contact Customer Service at 228-5474 during the hours of 9am to 5:30 pm.

Thank you!

KPU Customer Service